**Privacy Statement**

1. **How we use your personal data**

At ChiroWorks Cambridge we are committed to protecting your personal data.

We use your data for the purposes of providing you with chiropractic care. This information is obtained directly from you either at the time of booking your appointments (online, email or phone) or in person at your appointments, and from any tests/observations noted during your appointments. For online bookings the minimum amount of information is taken to enable us to register you as a new patient or identify you as an existing patient in order to make the booking, as well as any notes you wish to provide to your practitioner ahead of your appointment. We may use your data to get in touch with you regarding your appointment or care.

1. **Disclosure of your personal data**

We will not disclose your personal data to any third parties without your express consent except where necessary in order to provide you with your care. These third parties are our appointment and patient management system provider (Cliniko), and our virtual reception service (Purple Haze). These providers have access to the minimum of data necessary to allow them to fulfil their function (ie Purple Haze have contact and appointment information only) and may only process this data on our instructions. They have undertaken to respect your personal data and treat it in accordance with the law and have provided ChiroWorks Cambridge with their privacy statements which are available to view on request.

1. **Data Security**

Data collected will be held in accordance with applicable data protection legislation governing data collection, dissemination and use. All reasonable precautions have been taken to prevent loss or unauthorized access to this information. This safeguard may require you to provide additional forms of identity should you wish to obtain information we hold about you.

1. **Data Retention**

As required by the Chiropractic governing body (GCC) your data will be retained for 8 years from the date of your last visit or, if you are under 18 at the conclusion of your treatment, until your 26th birthday.

1. **Contacting us**

Should you wish rectify data we hold about you that is wrong or out of date, or wish to see the data we hold about you and how it is used (make a Subject Access Right request) please e-mail Abbe Edwards at [contact@chiroworkscambridge.co.uk](mailto:contact@chiroworkscambridge.co.uk). We will, in most cases, respond within one month and will not charge a fee, unless your request is clearly unfounded, repetitive or excessive, in which case we may charge a reasonable fee or decline to respond. If you wish to speak to us about anything to do with data ChiroWorks Cambridge holds about you,or wish to view our full GDPR policy & procedures please contact Abbe Edwards at [contact@chiroworkscambridge.co.uk](mailto:contact@chiroworkscambridge.co.uk) .